# Workforce Development Training Catalog

*October 2014*

## Nebraska Department of Roads

Human Resources Workforce Development

*Employee Development Center:  Learning Management System*

*Workforce Training & Development*

*Leadership Development Program*

**NDOR**

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# Workforce Development Program

## Required New Employee Training

The following    training is automatically assigned to all new employees using the EDC training system.  This training is to be completed within the first two weeks of employment.

- New Hire Curriculum

    - New Hire Policy Review and Acknowledgement

    - New Hire Resource Information

- Defensive Driving—Small Vehicles, online

- Drug Free Workplace—Employees , online

- Distracted Driver, online

- NDOR Equal Employment Opportunity and Harassment Curriculum, online

## Recommended Curriculum for New Employees

- New Employee Orientation

- Computer Courses (as needed)

- Diversity Awareness for Employees

- First Aid/CPR/AED Training

- Fundamentals of Mentoring

- Identifying Work Priorities & Setting Verifiable Goals

- Managing Your Priorities

- NDOR Respect in the Workplace

## Recommended Curriculum for Supervisors

- Building Team Pride and Purpose

- Clarifying Performance Expectations

- Correcting Performance Problems

- Crucial Conversations

- Delegating for Shared Success

- Developing Others

- Effective Communications

- Facilitative Leadership

- Hallmarks of Supervisory Success

- It's Okay to Be the Boss

- Lead Worker: Tools for Peak Performance

- Leading Change

- Managing a Diverse Workforce

- NDOR—EEO For Supervisors and Managers

- NDOR Interviewing

- NDOR Supervisor Training

- Peer Today, Boss Tomorrow: Navigating Your Changing Role

- Performance Management

- Workplace Motivation

# Course Descriptions

**4 Disciplines of Execution**

The 4 Disciplines of Execution: Skills Workshop provides the principles, skills, and tools necessary to execute flawlessly again and again. It's a singular training experience that builds the execution capability of individual team members. Participants create their own goals and measures relevant to the organization's priorities and develop skills to identify and execute critical work goals. They also create personal motivating scoreboards and apply personal accountability to produce results.

**7 Habits for Highly Effective Managers by Franklin Covey**

Franklin Covey's The 7 Habits for Managers® training workshop focuses on the fundamentals of leading the modern, mobile knowledge worker. Both new and experienced managers acquire a set of tools to help them meet today's management challenges, including conflict resolution, prioritization, performance management, accountability and trust, execution, collaboration, and team and employee development. This is an intensive, application-oriented learning experience that focuses on the fundamentals of great leadership. It's a unique, new approach to management development that helps your management team move from getting good results to attaining great and enduring results. Enrollees must hold a supervisory or management position.

**A.C.T. & L.E.A.D. With Integrity**

Discrimination. Theft. Dishonesty. Are you prepared to face ethical issues and respond in ways that meet the high standards of the agency and adhere to the letter of the law? With a dozen real-world case studies, this program equips employees to make the right choices in tough situations.

**Addressing Emotions at Work**

Emotions are as much a part of the workplace as the air we breathe. Happiness, surprise, frustration, anger - they are all there and more. Emotions play a role in the choices we make and actions we take. Directed emotions can motivate, inspire, and add positive intensity to our work. When strong emotions leave our control, or "runaway," our personal productivity and the productivity of others suffer.

**Applying EQ at Work**

The easiest way to understand Emotional Intelligence (EQ or EI) is to think of it as all the non-IQ areas of human intelligence. This covers personal and social intelligence involving the ability to monitor one's own emotions and the emotions of others and to use this information to guide one's thinking and actions. People always talk of things such as "people skills, street smarts, common sense, and savvy". This wide array of skills, now Emotional Intelligence, are emerging as the most important competencies in business. In the business world, these interpersonal, managerial and leadership skills form the core of what separates star performers from the rest of the pack. In this class we will focus on how to improve our own IQ as well as others.

**Building Team Pride and Purpose**

This module provides team leaders with the principles and skills that instill high degrees of pride and purpose in their teams. It explores today's workplace challenges and the need for accelerating performance through teamwork. Participants will learn how to:

- Provide a context for collaboration
- Review the team's goals
- Highlight team strengths and accomplishments
- Generate ideas for meeting goals
- Agree on strategies to move forward
- Provide ongoing support to the team

**Building Trust Under Pressure: The Basic Principles**

This course outlines the universal set of leadership guidelines that helps transform individuals into genuine leaders. Armed with a firm understanding of the whats and whys of The Basic Principles to Build Trust, participants then examine how they can apply the principles in a way that enables them to be more efficient, effective, and productive in their jobs.

- To help participants apply six Basic Principles.
- Build trust with others, even under pressure-packed conditions
- Establish a wide network of effective relationships
- Maintain a positive work environment
- Defuse highly charged situations with others

**Challenging Negative Attitudes**

Do you have a co-worker with attitude? If you answered yes to this question we challenge you to challenge yourself!! Participants who attend this training will increase their ability to:

- Adjust your own attitude regarding your work situation.
- Control the impact of negative situations.
- Deal with negative people more effectively.
- Determine how the explanatory styles contribute to pessimism or optimism.
- Practice using disputation to enhance your optimistic side.

# Course Descriptions

- Discriminate between situations that call for optimism versus pessimism.
- Use specific coping tools for dealing with change.
- Identify the negative norms present in your own organization, department, or team.
- Use a four-step process to eliminate negative organizational norms.

### Championing Diversity by Franklin Covey

The Franklin Covey Championing Diversity training workshop is taught as a one-day, facilitator-led program designed to help employees work together in new and productive ways. Participants discover how to understand diversity, then actively seek out and leverage differences in order to achieve better, sustained results. After attending the training, participants will be able to:

- define diversity;
- understand the importance of a diverse workforce;
- link leveraging diversity to business results;
- adjust to changing demographics;
- challenge unproductive beliefs and stereotypes;
- recognize the value of each employee's unique contribution; and
- lead and work effectively with diverse teams.

### Clarifying Performance Expectations

The ability to set, and reset performance expectations swiftly and in a straightforward manner is a critical skill for all leaders. This module provides a process for handling conversations about work expectations in a way that reduces ambiguity, increases trust, and strengthens the working relationship between manager and employee. The purpose of this module is to provide participants with the skills to discuss performance expectations with others in a way that gains their commitment and sense of ownership. Participants in this program will learn how to:

- Identify when a performance expectation discussion is necessary
- Use key actions to hold a productive discussion about expectations
- Respond effectively to questions and concerns people have, and
- Clarify expectations in a way that increases employees' ability

### Conducting Effective Meetings

Just say "NO" to boring and unproductive meetings. Turn meeting leaders into Fearless Facilitators! You'll learn how to bring a laser-like focus to every agenda, handle disruptions with ease and condense a week's worth of meetings into a single session. Fearless Facilitators expertly foster participation and make any group session more productive. This course delivers an effective method for planning and managing meetings, and takes facilitators to a new level of effectiveness.

### Correcting Performance Problems

The pressure for speed, productivity, and bottom-line results has never weighed more heavily on organizations than now. Leaders must ensure that everyone takes responsibility for performing his or her job as effectively as possible. Employees need training and coaching so they can manage their own performance. When these approaches aren't enough, leaders need to step in and take prompt and decisive action. The purpose of this module is to provide participants with

- Skills for addressing recurring or serious performance problems to get an individual's performance back on track and to build motivation for further improvement
- Identify consequences of delaying action to correct poor performance
- Identify performance situations in which to take action
- Conduct focused conversations about poor performance

### Crucial Conversations

A crucial conversation is a discussion between two or more people where stakes are high, opinions vary, and emotions run strong. These conversations—when handled poorly or ignored—cause teams and organizations to get less-than-desirable results. This training teaches you how to achieve spirited dialogue at all levels in the agency. You'll begin to surface the best ideas, make the highest-quality decisions, and then act on your decisions with unity and commitment. This training experience introduces a set of tools that builds alignment, agreement and interpersonal communication.

### Delegating for Shared Success

Delegating tasks and projects is a signature skill - the link between you, your employees, and your shared success. When you're able to delegate effectively, you can focus your attention on high-priority tasks such as planning, removing performance barriers, and making process improvements. The purpose of this module is to help you develop the planning, interpersonal, and follow-up skills critical for successful delegation.

# Course Descriptions

### Developing Others

The purpose of this module is to provide you with the skills for developing others, thereby helping others expand their capabilities so they will have the confidence to take on new challenges and work independently. At the end of this training you will be able to:

- Describe the role of a manager in developing others

- Recognize the challenges faced

- Identify opportunities

- Demonstrate a set of key actions for developing others

### Developing Team Agility:  Day-to-Day Tools

Agility is defined as quickness, adaptability, and ease of movement. What better description is there for effective teams operating in today's fast-paced environment? Like skilled athletes, teams are called upon to adapt to changing conditions in three important areas:

- Focus - leaders focus effort by continually clarifying how the team will work together as a cohesive unit,

- Learning - leaders provide opportunities for team members to quickly gain new skills and knowledge, and facilitate the application of lessons learned to new challenges, and

- Information - leaders increase adaptability by keeping team members informed of outside events and decisions that impact the team's work.

In this course, participants explore tools for developing team agility in these three areas.

### Diversity Awareness for Employees

Today's changing workforce is comprised of more people representing different cultures, ethnicity, race and gender.  This introduces a new set of challenges and opportunities for everyone.   In order to accept change, we need to understand it. This class focuses on increasing our awareness of workplace diversity as it relates to our diverse staff.

### Effective Communications

Subjects covered in this course include: Basic communication skills, listening skills, interpersonal communication skills and communication technology and etiquette when using this technology. Activities will include: Identification of communication models, a listening self-assessment, how to build effective interpersonal communications, the discussion of non-verbal communications and behavior, and much more. **This course is a prerequisite for the Effective Facili-** **tation Skills and Effective Presentation Skills Course.**

### Effective Facilitation Skills

In this highly interactive and hands-on course you'll gain the skills needed to be an effective facilitator. Through participation, discussions, case studies, and instrumentations you'll gain a well-stocked facilitation toolbox. **Prerequisite:  Effective Communications**

### Effective Presentation Skills

This course will give you the tools to conquer the fear of public speaking. Discussion will center on speech anxiety, how to plan and prepare a presentation, and multiple tools for evaluating a presentation. You will be required to give an oral presentation to your course peers and will be evaluated by your course peers.  **Prerequisite: Effective Communications**

### Essentials of Project Management:  For the Unofficial Project Manager by Franklin Covey

Today's knowledge workers have quietly slipped into the role of the unofficial project manager. Stakeholders, scope creep, no formal training, and a lack of process all combine to raise the probability of project failure costing organizations time, money, and employee morale. This project management training course is taught as a one-day, facilitator-led, and encourages attendees to focus on their own current projects for a truly hands-on experience. The work session is ideal for those with no previous project management training, as well as those who are taking on an increasing number of project-oriented assignments.  This course is perfect for any person finding him/herself in a position of managing projects during their daily work or as part of his/her job description. It is not necessary for attendees to be official project managers.

### Facilitative Leadership

This workshop is designed to enhance your effectiveness as a leader. By the end of this workshop you will have:

- A broader awareness of yourself as a leader - your behavior, mindset and aspirations

- A repertoire of skills and practical tools for tapping the creativity and experience of those you work with

- A vision of the impact you would like to have as a leader and an action plan for how you intend to achieve that impact.

Facilitative Leadership is a forum for you to explore and refine the roles you play as a leader.

# Course Descriptions

### Generational Differences

Everyone is living through historic paradigm shifts in what a career is, what a working life is, and today's unpredictable marketplace demands. For the first time in modern history, there are four generations in the workplace. Each generation was influenced by pop culture, world events, economy and government leaders; forming their beliefs, values and personalities. Learn how to motivate and retain all generations.

### Group Dynamics

Don't forget the training ideal for newly formed teams, workgroups, or special projects.  Each team faces its' struggles.  This is a natural part of building a workgroup or team.  During this training, 1/2 day or full day, we will discuss the 4 stages of team development, forming group norms, and building cohesiveness.  Roles and responsibilities are outlined in detail, as well as the different levels of decision making.  Strategies for overcoming conflict can become a critical aspect of any team development.  The final segment of this course is learning the tools available to a work team to get results, such as P.O.A.T., ground rules, brainstorming, and parking lots.

### Hallmarks of Supervisory Success

This module provides an awareness of topics such as approachability, generational differences, dealing with sensitive information so that new supervisors are cognitively prepared to make the transition into management. Making the transition to a new supervisory role does not have to be an uncomfortable balancing act. You can enhance your effectiveness and gain support from others when you develop and apply the three Hallmarks of Supervisory Success.

- Building personal credibility
- Activating work group commitment
- Engaging management support

### Identifying Work Priorities and Setting Verifiable Goals

This module presents two processes: one for identifying work priorities, another for setting verifiable goals. This way, everyone will be clear about which activities to concentrate on and what the expectations are for each activity's completion. You will also increase productivity, collaboration and the ability to achieve critical goals. This course is recommended for newer employees or employees who have recently taken on a new position.

### It's OK to Be the Boss

Bruce Tulgan's message, "It's okay to be the boss," addresses the biggest problem in most workplaces – an under management epidemic affecting managers at all levels of the organization and in all industries.

It's Okay to Be the Boss: The Management Workshop is a workshop that provides clear, step-by-step "back to basics" guidance for helping people in supervisory roles become the strong, highly engaged managers who know how to position their employees for success.

### Leadership:  Great Leaders, Great Teams, Great Results by Franklin Covey

More than just your average leadership training program, Leadership: Great Leaders, Great Teams, Great Results™ helps your leaders discover how to inspire trust and build credibility with their people, define a clear and compelling purpose, create and align systems of success, and unleash the talents and energy of a winning team. Leaders spend their efforts creating a place where people want to stay and contribute their best effort, time and time again, helping your organization achieve its most critical priorities.

### Leadership 101

Great leaders aren't just born that way—they must learn how to lead and influence others through experience, mentoring, and training. By addressing everything from trust to perception to attitude, Leadership 101 is a training program that gives both newly emerging and experienced leaders and managers the tools and techniques for developing and refining their skills. This learning resource will help your organization retain employees and clients, make better decisions, and improve performance.

### Leading Change

Successful change initiatives depend upon managers and supervisors taking an active role in introducing the change and then guiding people through the emotional journey that change often causes. Without effective leadership from those to whom they look for guidance, direction, support and feedback, employees of an organization going through change are likely to be perplexed, confused, angry, frustrated, and openly resistant to new ways of doing business.  Without strong managerial and supervisory leadership, employee commitment to the change will take longer to achieve or may fail to take hold at all.  This course is designed to help managers and supervisors develop critical knowledge and skills concerning their responsibilities for leading change for their divisions and districts, as well as the agency as a whole.

### Leading Innovation:  From Concept to Customer Value

In today's economy, business leaders feel pressure on all fronts: globalization, industries in flux, new customer demands, shorter product life cycles, the growing importance of the customer's experience, and workforce and regulatory concerns. To meet these and other challenges, organizations now recognize that process improvement, downsizing, and similar initiatives aren't enough. What's the alternative? Today, growth and success depend on innovation. This isn't news. For years the media have reported the need for innovation, and most executives call innovation a top priority - again this year - not because it's fun, but because they aren't achieving

# Course Descriptions

thier business goals. This program gives leaders at all levels the research-based framework, best practices, and tools to drive innovation results in their organizations.

### Leading Virtually:  A Framework for Results

Cultivating a virtual team requires a framework for meeting goals, an open exchange of ideas and information to strengthen engagement, and ongoing coaching. Current research about virtual teams and their leaders reveals that breakdowns in a dispersed team often stem from lack of planning—or from communication that fails to encourage dialogue. Based on this reality, Leading Virtually: A Framework for Results has been developed as a program to enhance leadership skills that will maximize the performance of virtual work groups. It focuses on two key elements for leadership success—group cohesion and individual commitment.

### Listening in a Hectic World

Learn to make conscious and deliberate choices about how to focus your time and attention in order to consistently extract what you need from listening situations and opportunities. Sharpen your listening skills so you can quickly get the information you need to achieve results while maintaining constructive relationships with others.

### Managing a Diverse Workforce

Today's changing workforce is comprised of more people representing different cultures, ethnicity, race and gender.  This introduces a new set of challenges for managers and supervisors, as well as the employees themselves.   In order to accept change, we need to understand it.   This class focuses on the unique challenges and opportunities facing supervisors in today's workforce as it relates to our diverse staff.  This course is specifically designed for Manager and/or Supervisor level employees.

> *The course gave me a chance to use the material on the job.*

### Managing Your Priorities

Your ability to manage priorities depends largely on your ability to communicate with others. You need to be able to deal with interruptions effectively, clarify tasks, ask for help, and delegate or hand off tasks. In this module, you will learn interpersonal techniques that will help you make your work flow more smoothly and productively. Learning these skills will help you:

- Make sound decisions about managing your overall job
- Deal with the unexpected

- Handle competing priorities
- Build strong work relationships
- Get help when you need it
- Reduce your personal stress

### NDOR 360 Degree Feedback Process

360 Degree Feedback is a process that dates back to the 1940's. This course will provide you the history, definition and purpose of the process.  You will learn when and how to implement the process, who to involve, how to analyze the results and how to develop an action plan based on the results received.

### NDOR Advanced Mentoring Concepts

This workshop was created to build on the Fundamentals of Mentoring Workshop to further define the roles, relationships, and responsibilities of the mentor. This workshop will assist in developing mentor-specific skills, assist in the development of SMART Goals, and learn how to effectively give feedback to your mentee.

### NDOR Fundamentals of Mentoring

This training is designed to provide developmental opportunities on mentoring skills for all NDOR employees to facilitate personal and professional development.  The goal of this training is to provide tools and techniques beneficial to prepare individuals as they may choose to participate in meaningful mentoring relationships that drive organizational excellence and effective planning for the future.

### NDOR Interviewing Process

Recommended for those involved in the interviewing process, whether the hiring supervisor or prospective panel members.  This class focuses on the process used at the Nebraska Department of Roads for not only interviewing, but the entire applicant process including posting of the position, screening of applications, developing questions using different questioning techniques, as well as the interview itself. We will review the specific timeline and guidelines used at NDOR.

### NDOR Lead Worker: Tools for Peak Performance

This highly interactive course is designed for new first and second line supervisors/team leaders.  People are motivated differently, and until you understand what those motivations are, it may be difficult to see high productivity from the employees.  The intent of the course is to familiarize the  participants with tools and techniques that can be used to increase employee performance through motivation. This course is recommended for anyone that may be  Lead Workers, Crew Chiefs, Supervisors, Managers, or Administrators.

# Course Descriptions

**NDOR Negotiation Tactics**

Negotiation Tactics specific to NDOR, led by NDOR Project Managers and/or Construction Engineers

**NDOR New Employee Orientation**

This course is intended for all employees within their first six months of employment. This course provides an overview of NDOR including:

- Policy and procedure review

- Drug and alcohol awareness and testing practices

- Defensive driving training

- Tour of NDOR facilities

- Question/Answer opportunities

**NDOR New Highway Maintenance Supervisor Training**

This course will orient the new Highway Maintenance Supervisor in essential topics that will be encountered on the job. Through interaction with agency subject matter experts, supervisors will participate in exercises to apply new knowledge to work situations, and leave with greater confidence and proficiency in key areas of responsibility.

**NDOR OJT: On the Job Training**

This highly interactive training is intended for those employees responsible for conducting any type of on-the-job training. This class identifies several tools and techniques in order to assist with the training and development of new employees. **OJT is required in order to become a Certified Safety Trainer.**

**NDOR Problem Solving**

This course provides participants with a standardized set of steps to use during the problem solving process, including defining the problem, determining possible solutions and then choosing the best to implement. The remainder of the course is designed to provide class participants with a variety of methods to use to work through actual problems that they bring to class.

**NDOR Respect in the Workplace**

This course is designed to provide the participants with an awareness of policy, but it also includes exercises that illustrate the reasons why harassment and discrimination can be so destructive to the team. This course is provided on request.

**NDOR Supervisor Training**

This course is designed to give supervisors the tools that will help them do the job of a supervisor. It includes a comprehensive review of the Human Resources Policy Manual, Team and Workgroup Development, the Performance Plan Process, and Employee Discipline. This is a great opportunity to hear frank discussion on problems and concerns, as well as suggestions for addressing these problems.

**Negotiating Resources for Your Team**

Build the negotiating skills needed to secure resources for teams. Learn to negotiate solutions that work for all parties involved.

## FEEDBACK WE RECEIVE

*"Learning and discussing the different phases of going through change. Coming up with examples for each phase as a class was also helpful."*

**Peer Today, Boss Tomorrow**

Designed to help newly promoted supervisors navigate their changing roles and have immediate impact! Climb in the proverbial camper for an enlightening road trip with five friends who share experience and insights about making successful transitions from peer to boss. Key strategies, hands-on workshop activities and practical suggestions make this an excellent program.

**Performance Management**

Performance management is the process of assessing progress toward achieving predetermined goals. Managing an employee's performance is a year-round task, or a set of functions that evaluate and report the behavior of an employee and provide directions to ensure that the performance meets the expectations of the organization. This class will focus on the overall process and the responsibilities of supervisors and managers in managing the year-round performance of employees.

**Problem Solving Results: Solutions, Improvements & Innovations**

Clearly, the ability to generate innovative solutions to workplace problems is more important than ever. How do you create the energy to implement these solutions in a climate where resources are scarce and people are already overworked? This workshop pro-

# Course Descriptions

vides participants with the skills required to find appropriate problem solutions and the energy to implement them.

### Profiles in Genuine Leadership

Leaders have learned much in the early years of this century, and the pace of events is challenging. How has leadership changed to keep up? What's still important for leaders to do? And what's important now that wasn't before? To answer these questions, a worldwide study identified 42 critical practices for leaders in today's challenging business climate. Today, leaders need to be good at

- considering the common good and do their best to promote it,

- offer, develop, and execute new ideas, and help others do the same,

- appreciate differences within their teams, between departments, and even between countries, and

- read a range of emotions in other people and respond in productive ways.

### Project and Work Teams

Teams continue to be utilized as a valuable resource to identify and/ or improve current processes, strategies, and programs. The purpose of this course is to provide team members and leaders with tools and resources valuable in completing the project or process assigned to the team. This course is equally beneficial to existing teams, as well as new teams. This 4-hour course includes information on defining purpose, team roles, stages of team development, writing charters, and more. A brief outline includes

- Project Team and Work Team Overview

- Recipe for a successful team: strong communication, decision making procedures, ground rules, group process

- Writing Team Charters: objectives, deliverables, boundaries, stakeholders

- Defining Team roles: sponsor, leaders, facilitator, member, etc.

- Stages of Team Development: forming, storming, norming, performing, , transforming

### Resolving Conflict with Your Peers

The more people have to depend upon each other to achieve results under pressure, the higher the instance of conflict. Given the complex web of interrelationships that exist in most organizations today, there is ample opportunity for conflicts big and small to arise. Mishandled conflict situations damage work relationships.

### Speaking to Influence Others

Speaking clearly, concisely, and convincingly is especially important in today's fast- paced work environment, where people are continually bombarded with competing requests for their attention. There is no substitute for speaking in real time when selling an idea, making a point, or persuading others to take action.

### Stress Management

You may think you're just having fun, however by the end of this training you will learn several techniques to reduce and manage your stress. Home or work, it is never far behind! Learn the causes and how to stop them in their tracks!

### The Art of Successful Coaching

Most managers are aware that the old school "command and control" method of supervising simply isn't as effective as involving employees in their development. From determining the appropriate coaching approach, to implementing a comprehensive development plan, to conducting an effective coaching session, to setting meaningful team missions and goals, this program provides the tools and techniques to increase any employee's performance. Coaching is becoming one of the most sought after and important skills for anyone in a work environment. This course provides the tools and techniques to provide a successful coaching session.

### True Colors

Philosophers have been pondering human behavior for centuries and researchers have been studying it for decades. People definitely have different preferences, communication styles, and ways of behaving. Knowing our True Colors and how to discover the True Colors of others helps us recognize difference and similarities in communication styles, behaviors, and preferences and how to use this information to solve conflicts, increase respect, and bring out the best in everyone. This course is provided upon request only, and is best in a team situation. Other team building courses available as well.

### Workplace Motivation

Although geared toward supervisors, there is value within the course for employees at all levels. Psychology of Motivation, Internal vs. External Motivation, Elements of Motivation, Supervisors Role, Motivators vs. Incentives, Importance of Recognition and Maslow's Hierarchy of Needs will be covered.

*"I found it useful to learn how others in my department think/feel."*
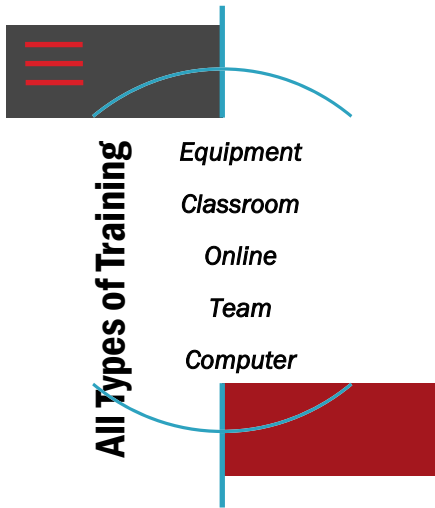
**All Types of Training**

*Equipment*

*Classroom*

*Online*

*Team*

*Computer*

# Leadership Development Program

**Leadership development** refers to any activity that enhances the quality of leadership within an individual or organization.

Traditionally, leadership development has focused on developing the leadership abilities and attitudes of individuals. Different personal traits and characteristics can help or hinder a person's leadership effectiveness and require formalized programs for developing leadership competencies. Yet, everyone can develop their leadership effectiveness. Achieving such development takes focus, practice and persistence. It is the responsibility of the individual to have the desire to want to improve skills of leadership effectiveness. It is the responsibility of the agency to provide opportunities for employees to be successful within the Agency.

The success of leadership development efforts has been linked to three variables:

- Individual learner characteristics
- The quality and nature of the leadership development program
- Genuine support for behavioral change from the leader's supervisor

In the belief that the most important resource an organization possesses is the people that comprise the organization, some organizations address the development of these resources. The Nebraska Department of Roads, Human Resources Workforce Development provides a Leadership Development Program intended to provide NDOR employees with opportunities to develop and enhance skills in the areas of leadership and management, through experiential and classroom activities, mentoring relationships, and self-analysis. This program is called the NDOR Leadership Development Program.

### Eligibility

The NDOR's Leadership Development Program is a manager driven program. Division Heads and District Engineers (DE/DH) select two individuals for each of the first three certificate levels, from their area who are be excellent candidates for the Leadership Development Program, or who have an interest in learning more about the role of Leadership. The DE/DH identifies which of the three levels the employees will participate in, based on the established criteria, and submit to Human Resources Workforce Development.

This program is intended to provide NDOR employees an opportunity to develop their skills in the areas of leadership and management. Participants may either complete course work to establish or improve skills necessary for their current position, or to prepare for future succession into management roles. While not required to enter into this program, those who begin the program will be asked to complete the program.

This Leadership Development Program includes employees with two possible purposes:

- Employees looking to move into a supervisory or leadership position, in preparation for the roles and responsibilities of that position.
- Employees currently in a supervisory, managerial, or leadership position, looking to advance their skills and knowledge.

Any participants unable to complete the course work necessary for certificate completion will be evaluated individually to determine if it is feasible to continue in the program.

**Structure of Program/Eligibility**

Within this program are four levels, designed to assist employees in the progressive advancement of supervisory experience.  The four levels include:  Manager Readiness, Manager Effectiveness, Manager Proficiency, and Manager Maturity.

The Leadership Development Program consists of four levels.  The eligibility criteria for each level are listed below.



***Manager Readiness, Level 1***

- Individuals working to become a supervisor within the next year.
- Entry level supervisors
- First level supervisors

***Manager Effectiveness, Level 2***

- 2+ yrs. supervisory experience
- May still be in a front line supervisory position, or second level supervisory position

***Manager Proficiency, Level 3***

- 4+ yrs. Supervisory/Manager Experience
- Served in multiple supervisory positions within NDOR and/or other organizations
- Mid-level manager position

***Manager Maturity, Level 4***

- Advanced level Supervisors and Managers
- Section Heads
- Existing Division Heads & District Engineers
- *Individuals are selected by NDOR Director and Deputies*

**Courses**

Below are the identified courses within each level of the Leadership Development Program, as well as duration of the course, and the type of course.  All online courses are available through the LINK Employee Development Center (EDC) at any time.  Elective courses may be classroom, online or a combination.  Classroom and online courses are available for registration through the EDC system.

**Level 1 — Manager Readiness**

| Type | 1. Manager Readiness | Days |
|---|---|---|
| Classroom | A.C.T. and L.E.A.D. with Integrity | 1.00 |
| | Hallmarks of Supervisory Success | 0.50 |
| | Lead Worker | 1.50 |
| | NDOR Fundamentals of Mentoring | 0.50 |
| | Peer Today Boss Tomorrow | 1.00 |
| | Speaking to Influence Others | 0.50 |
| | Listening in a Hectic World | 0.50 |
| *Online or Classroom* | 3 Elective Courses of employee's choice | varies |
| Hands-on | *Recommended/Optional:  A mentoring relationship of employee's choice* | varies |

**Level 2 — Manager Effectiveness**

| Type | 2. Manager Effectiveness | Days |
|---|---|---|
| Classroom | NDOR Interviewing | 1.00 |
| | NDOR - Supervisor Training | 2.00 |
| | Performance Management | 1.00 |
| | Clarifying Performance Expectations | 0.50 |
| | Correcting Performance Problems | 0.50 |
| | Advanced Mentoring Concepts | 0.50 |
| | Crucial Conversations | 2.50 |
| Online or Classroom | 3 Elective Courses of employee's choice | varies |
| Hands-on | *Recommended/Optional:  A mentoring relationship of employee's choice* | varies |

**Courses**

Below are the identified courses within each level of the Leadership Development Program, as well as duration of the course, and the type of course. All online courses are available through the LINK Employee Development Center (EDC) at any time. Elective courses may be classroom, online or a combination. Classroom and online courses are available for registration through the EDC system.

Level 3
Manager
Proficiency

| Type | 3. Manager Proficiency | Days |
|---|---|---|
| Classroom | Applying EQ at Work | 1.00 |
| | Managing a Diverse Workforce | 1.00 |
| | 4 Disciplines of Execution | 1.00 |
| | Facilitative Leadership | 2.00 |
| | Franklin Covey's Essentials of Project Management: For the Unofficial Project Manager | 1.00 |
| | Franklin Covey's 7 Habits for Managers | 2.00 |
| Online or classroom | *3 Elective Courses of employee's choice* | varies |
| Hands-on | *Recommended/Optional: A mentoring relationship of employee's choice* | varies |

Level 4
Manager
Maturity

| Type | 4. Manager Maturity | timeframe |
|---|---|---|
| Online | Creating a Vision | 1-3 hrs. |
| | Developing and Implementing a Strategic Plan | 1-3 hrs. |
| | Dynamic Business Presentations | 1-3 hrs. |
| Classroom | Franklin Covey's Leadership: Great Leaders, Great Teams, Great Results | 3 days |
| | Applying EQ at Work | 1 day |
| | *Courses offered by an outside resource. Topics may include:* <br>     Strategic Planning/Thinking <br>     Leadership & Ethics <br>     Sustainability <br>     Financial Accountability <br>     Fiscal Leadership | 6-8 sessions |
| | *NDOR specific topics to be decided:* <br>     *Building Relationships* <br>     *Financial* <br>     *Working with Public* <br>     *Additional topics will be defined as needs arise* | varies |
| Hands-on | Team Leader Assignments | varies |

For further information on the Leadership Development Program, please refer to the Leadership Development Program Guide or contact a member of the HR Training Team.

# Job Specific/Technical Training

**Technical Courses (varies by course)**

Numerous technical courses are offered through local organizations. These courses may include ACI Concrete Certification, Traffic Control Technician/Supervisor courses, NHI courses and more. Contact the Workforce Development Team with questions.

**Computer Training (varies by course)**

Throughout the year, local computer training businesses provide computer training to NDOR employees on the various computer programs used, such as Microsoft Office, Windows, and Outlook.

A wide variety of online Microsoft Office classes are available on the EDC through the provider Element K. These courses are web- based and can be conducted from any computer with internet access.
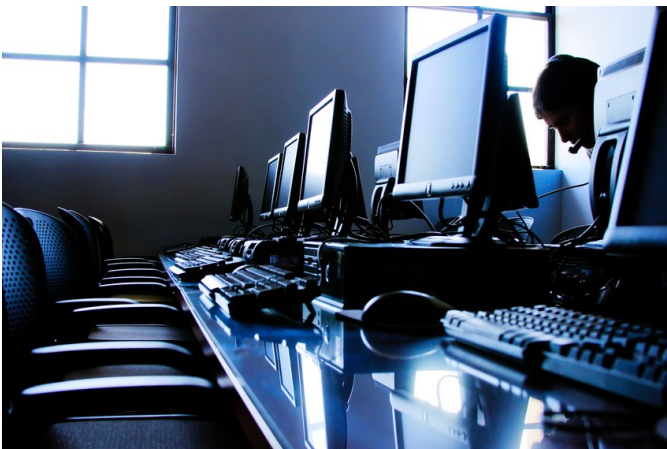
# Equipment and Safety Training Descriptions

### NDOR Asphalt Distributor Familiarization

This hands on course is designed for NDOR employees who need to know how to identify how oil distribution equipment operates. The course content will cover how a unit functions, the safety aspects of the operation and what to do when the oil distribution process becomes unsafe.

### NDOR Asphalt Distributor Operator

This hands-on course is designed for Nebraska Department of Roads employees who need to know the requirements of the safe operation of Asphalt Distributor Trucks and peripheral equipment. The course will cover safe operation of the distributor, techniques, materials used and hands on operation. Etnyre and Rosco equipment are highlighted.

### NDOR Chain Saw Operation and Safety Course

This hands-on course is designed for Nebraska Department of Roads employees who need to know the requirements of the safe operation of chain saws. This course content will cover hazards related to operation of a chain saw, personal protective equipment requirements and the safe operating procedures.

### NDOR Dump Truck, Snow Plow, Deicer

This hands-on course is designed for Nebraska Department of Roads employees who need to know the requirements of the safe operation of dump truck/snow plow deicer equipment. The course content will cover the safe operating procedures for dump trucks with snow mounted blades, deicers, and spreaders.

### NDOR Front End Loader

This hands-on course is designed for Nebraska Department of Roads employees who need to operate rubber-tired front-end loaders safely and efficiently. The course content will address job specific information, operating hazards, pre-operational checklist and practical operation of the front-end loader.

### NDOR Job Safety Analysis

This classroom course is designed for Nebraska Department of Roads employees who need to know how to conduct a Job Safety Analysis. The course content will cover the importance of why it is necessary to identify workplace or worksite analysis, how to conduct the analysis, recognize hazards, and construct the job safety analysis document. Taken as a preventative measure. Injury statistics might be reviewed to determine which jobs or tasks are producing the most accidents. Job Safety Analysis is the process that analyzes these tasks for hazards and recommends techniques, personal protective equipment, job procedures, etc. to mitigate the possible injury/accident situations.

### NDOR Motorgrader Operations and Safety

This hands-on course is designed for Nebraska Department of Roads employees who need to know the requirements of the safe operation of a motorgrader. This course will cover the safe operation of the motorgrader, techniques, and hands on operation.

### NDOR Power Hand Tool Safety

This hands-on course is designed for Nebraska Department of Roads employees who need to know the requirements of the safe operation of power hand tools. This course content will cover hazards related to operation of given tools, personal protective equipment requirements, nomenclature of tools and the safe operating procedures.

### NDOR Safety Inspections Incident Review

This classroom course is designed for Nebraska Department of Roads employees who need to know how to conduct a Safety Inspection Incident Review. The course content will cover the importance of why it is necessary to conduct a prompt review and how to conduct the inspection/review objectively. Accident Investigation and Review is done Post Accident/Injury and is usually required by Policies, Insurance Carriers, and the Government. This module talks to the techniques used to investigate the accident, how and when to interview witnesses, appropriate accident report completion, review of accident/injury evidence, etc.

### NDOR Safety Team Organization and Function Training

This classroom course is designed for Nebraska Department of Roads employees who need to know the requirements of a Safety Team. The course content will cover communication with safety issues, employee accountability, employee training, documentation of safety meetings and follow-up corrective actions. The aim is getting a team organized correctly and efficiently. Once the team has been formed, the module teaches the team how to function at its highest level of competency possible within the confines of the organization.

### NDOR Snow Plow with Simulator

This hands on course will review winter operations specific to each individual district. It is an ideal refresher for your experienced operators and a crucial course for all winter operation new hires.

# Radiation Nuclear Gauge Training Descriptions

**NDOR Nuclear Gauge Safety Training & Hazmat Training**

In the United States and its protectorates, all portable nuclear gauge operators are required by NRC or Agreement State Regulations to receive formal radiation safety training. This course satisfies the NRC and Agreement State requirements, as well as U.S. DOT training requirements for 49 CFR 172, Subpart H. A certificate is issued upon successful completion of the course. Topics covered include: Radiation safety fundamentals and principles - Regulatory requirements - Portable gauge theory, design and operation -  Gauge maintenance and troubleshooting - Operating, emergencies, maintenance, storing, packaging and  transportation procedures - Leak testing

**NDOR Annual Radiation Safety Refresher**

This curriculum covers your Annual Radiation Safety Review requirements.  View the video, review and acknowledge the policy and procedure manual, complete and pass the test with 80% or greater. Additional materials on Radiation Safety, Nuclear Gauges, and other related topics can be found in the Knowledge Bank.

**NDOR  Radiation Safety Review**

Although radiation offers many benefits, exposure to it can also threaten our health and the quality of our environment. We cannot eliminate radiation, but this training shows how we can reduce our risk by controlling our exposure to it.

Course Objectives:

- Types and sources of radiation
- Occupational exposure and potential health effects
- Radiation controls measures
- Handling ionizing radiation emergencies
- Reports

# Training for Certified Safety Trainers

The following courses are provided by the NDOR Safety Team and can be brought to your location. To become a Certified Safety Training you need to complete the NDOR OJT training in conjunction with the course Certification Course below for the subject you will be instructing.

- ♦ Respirator Fit Test
- ♦ Fire Protection
- ♦ Flagger
- ♦ Forklift
- ♦ First Aid/CPR/AED

If you are interested in becoming a Certified Safety Trainer, talk with your supervisor. Once you have decided to move forward, contact a member of the Safety Team to schedule your courses. NDOR OJT can be located on the EDC for registration.
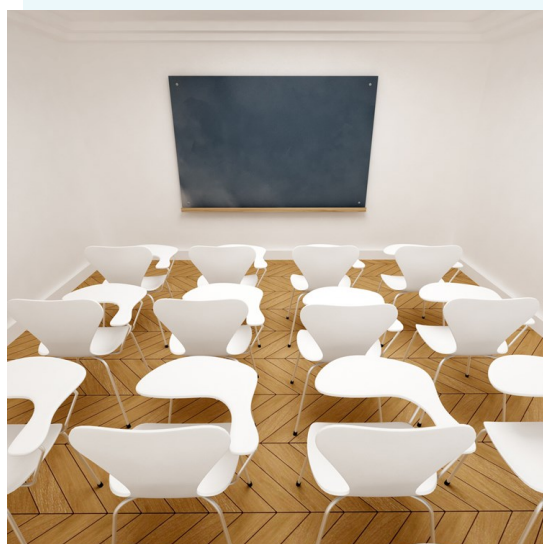
# Required Safety Training

| Course Title **Indicates Certification | For Whom | Renewal Frequency | Training Source |
|---|---|---|---|
| **Aerial Lifts (Bucket Trucks)** | Bucket Truck Operators | Once | Vendor |
| **Breath Alcohol Testing** | ***District Decision | Every 5 Years | Vendor |
| **Chemical Application Pesticide Spraying** | ***District Decision | Every 3 Years | Nebraska Department of Agriculture |
| **Commercial Drivers License** | New and Renewals | Every 5 Years | Districts - DMV |
| **CPR/First Aide/AED**** | ***District Decision | Every 2 Years | HR Safety, Certified District Trainers, Colleges |
| **Defensive Driving (Small)** | Everyone Driving a State Vehicle | Every 4 years | Pure Safety |
| **Distracted Driver** | Everyone Driving a State Vehicle | Every 4 Years | Pure Safety |
| **Drug and Alcohol Reasonable Suspicion** | All Supervisors | Every 2 Years | Vendor/Online |
| **Erosion Control Inspection Training**** | Erosion Control Inspectors **District Decision | Every 3 Years | NE Department of Environmental Quality |
| **Flagger Training**** | Anyone who Flags | Every 2 Years | HR Safety or ATSSA |
| **Forklift Training**** | Lift Truck Operators | Every 3 Years | HR Safety |
| **Lockout Tagout** | Anyone Working With or Around Machinery | Once | HR Safety or Pure Safety |
| **NDOR Spill Prevention and Countermeasures (SPCC)** | Anyone Responsible for Oil Handling | Annually | Pure Safety |
| **OJT (On the Job Training)** | Trainers | Once | HR Workforce Development |
| **Railroad on Track Safety**** | Anyone on Railroad Property | Annually | Railroadeducation.com |
| **Respirator Fit Testing** | Respirator Users | Annually | HR Safety |

# RailRoadEducation.com User Instructions

The **Railroad   requires** that our employees take the *Railroad Worker Protection* course on-line.  Once completed, the employee is able to print a "temporary card" until they receive the permanent card via mail.  The course completion card is valid for one-year from the date the course is taken.   The employee is listed in a database that **ALL** of the railroads use to verify training.  Each employee will be registered by Workforce Development. Once their account has been created, the employee will me notified by e-mail.  They will then need to log into railroadeducation.com to update their profile and take the course.  Instructions are below.

**Instructions to Take a Course:**

Go to: www.railroadeducation.com

Click on **Login** on the left-hand side of the screen

Enter the Username and Password provided to you by the company administrator.

Click the **Courses** tab at the top of the screen.

(**Note;** if you need to change your password or

update your personal information, click the **User Profile** tab.)

Select *Roadway Worker Protection 2014* from the course listing.

Click on the link to begin the course.

**Read** the material presented

**Answer** the question shown at the bottom of the screen (you may need to scroll on some screens).

Question 1 is a statement.  Select "I agree"

**\*\*You must complete the entire course before you log-off/Exit or you will have to start over when you return.\*\***

The correct answer must be selected before the course will allow you to go to the next screen.

When you complete the course you will be presented a screen with a Print Temporary Card link.

Click on the link to print the card.

Log-Off  — A permanent plastic card will be mailed to you in a couple weeks after finishing the course.

**\*\*Registration should be completed prior to the need for the class.  If you need the registration done quickly in order to take the class during down time, please notify the company administrator or Workforce Development and notify them your validation is pending\*\***

Each employee will only need to register at railroadeducation.com once.  If an employee has log in issues with the site, such as forgotten username or password,  contact the company administrator.

# Employee Development Center (EDC)

The Employee Development Center (EDC) is intended to be the one location housing all training records for employees. People are able to access training histories, as well as view upcoming training opportunities, register for courses, and complete online courses. In addition, the EDC serves as a resource center for various information relating to training and safety.

**Knowledge Bank** serves as a collection for training information. Items included in the knowledge bank include training How-to guides, training documents, forms and publications. Also included is information relating to each topic found on the Safety Calendar.

### EDC Log-On Instructions

Using the LINK EDC Icon on your desktop: Double Click

(You can access the EDC from the icon on your desktop, from the Human Resources Workforce Development Intranet, or by typing the address into your web browser.) https://nebraska.csod.com/client/nebraska/default.aspx

1. Your user id is your **FULL** NDOR EMAIL ADDRESS (If you do not have an email address your user id is still your firstname.lastname@nebraska.gov). Employees may also use their Employee ID# (without the 0's in front) as a user id.

2. The default password is: Password1* (You will be asked to change your password once you log in. It will also ask for your work phone # and ask you to answer two security questions). These questions are used so you can reset your password on your own if you happen to forget it.

### **EDC TIPS**

1. Passwords are case sensitive and so are the security question answers.

2. Use the "Forgot Password" link if your password does not work.

3. Security question answers need to be typed exactly as they are answered.

4. After three incorrect log-in attempts the system will be locked out for 1 hour. (Cannot be overridden)

### How do I register myself for training?
**Step 1:** Log-in

**Step 2:** On the menu bar, hover over Learning to view the drop-down menu. Then click on Events Calendar.

**Step 3:** Use the arrows on top of the calendar to advance to the date of the training. (If known)

**Step 4:** Click on the title of the training you wish to attend. (A pop-up box will appear)

**Step 5:** Click on the **Request** button at the bottom of the pop-up box.

### How do I register Others for training?
Supervisors and Training Coordinators are able to register others for training.

**Step 1-4:** (Same as above)

**Step 5:** Click on **Assign**

**Step 6:** Check the box Automatically Register Users in this Training

**Step 7:** If the employee you wish to assign is listed under Direct Reports or Shared Reports simply check the box next to their name and then click on submit. (You may select multiple employees)

**Step 8:** If the employee is an indirect report or a shared indirect report click on the appropriate red link at the bottom of the screen. Type in their last name then click search. Select the employee you wish to attend (be careful this may pull up multiple employees by the same last name and possibly by the same first and last name. Make sure you are selecting the right employee.) Repeat step 8 until you have all your employees selected.

**Step 9:** Click Submit—The training will be added to the employee's transcript.

# Managing Your EDC:  Key Terminology

| | |
|---|---|
| **Approved** | Training was approved by your supervisor. This status is accompanied by the Register Option. For approved events, the Select Session option appears. |
| **Approver** | The person responsible for approving all of your training requests. |
| **Archived Transcript** | Learning objects moved to an inactive version of the transcript.<br><br>This could be used for old certification objects so only your current certification shows in your transcript. |
| **Assign** | You are assigning training to others. |
| **Browse for Training** | Find training using the search box or click Browse for Training to find selections by subject area. Click on the subject area and the subject to view training by category. |
| **Cancelled** | User was registered for an ILT session that was cancelled. This status is accompanied by the select session option for users to select another session they would like to attend. |
| **Completed** | Course is completed and all required evaluations, acknowledgements were complete. |
| **Curriculum** | Curricula are comprised of multiple learning objects which are part of one program and can include tests, external courses, online learning, instructor-led training, postings, tests, evaluations and more to allow for a blended learning experience.  Once assigned, curricula appear within a user's transcript to be managed. |
| **Denied** | Training was denied by the approver.  This status is accompanied by the Select Session option allowing you to request again (except for events). |
| **Evaluate** | This option appears if the training has an evaluation or acknowledgment form that has not been completed and the course is otherwise complete. |
| **Exception Requested** | This applies to training that was requested by a student who has either not completed the necessary prerequisite or did not have availability for this class.  This status is accompanied by the Withdraw option. |
| **Expired** | Expired appears when the training object has been inactivated in the Course Catalog.  This will appear for online courses and libraries that require licenses after the license for that user has expired. |
| **Facility** | Physical space used for instructor-led training session. |
| **Failed** | The test was failed. |

# Managing Your EDC:  Key Terminology

| | |
|---|---|
| **ILT** | Instructor Lead Training; ILT is traditional off-line training that is usually conducted in a classroom setting. |
| **In Progress** | Training is in progress.  If the training is a curriculum or library this appears once any of the included training was registered.  ILT Session will have this status after the roster has been submitted if the user has not completed the required pre/post work. |
| **Incomplete** | This may mean either that the course was marked complete and the student did not pass or attend all the required parts, or it may mean that a test was failed but more attempts are allowed. |
| **Interest Tracking** | This view allows employees to indicate interest for events. Administrators can fore-cast interest from employees for events and plan future sessions. |
| **Launch** | Appears once the user has registered and is clear to launch training. |
| **No Show** | User did not attend or cancel from an ILT Session resulting in a No Call/No Show status. |
| **On Vacation** | Check "On Vacation" in your preferences to route your employees training requests to your supervisor while you are out of the office. |
| **Past Due** | The due date has passed and the training is not completed. |
| **Pending Approval** | This is the status of training that requires approval and is waiting for initial approval. |
| **Pending Evaluation** | Course is complete and the evaluation is required and not yet completed. |
| **Pending Prerequisite** | Student is registered for the prerequisites for that session, but has not completed the prerequisites yet.  This will only appear if the prerequisites do not have to be completed before session registration. |
| **Prerequisites** | User must complete prerequisite before registering for session or submit an Exemption Request. The request must be accepted by the instructor before registration is complete. |
| **Registered** | Status is accompanied by the Withdraw option if it is before an ILT session start date. |
| **Registration Pending** | User has been granted an opening off of the waitlist for an ILT session and has not yet registered for the session. |
| **Request** | Request means you are requesting training for yourself. |
| **Select Session** | Appears as a prompt for the user to select a session. You do not appear on a roster until you select a session and your status shows registered. |
| **Withdraw** | This appears for withdrawing a pending request for an ILT session, withdrawing from external training, withdrawing an exception request, or withdrawing from a waitlist. |
| **Withdrawn** | User withdrew or was withdrawn from an ILT Session or External Training item. |

# EDC Frequently Asked Questions

**What is my User Name?**

♦ Your user name is your full email address (ie; Jacki.Schrotberger@nebraska.gov)

(Your email address is NOT case sensitive)

♦ You may also use your NIS # without the 0's in front.

**What if I don't have email?**

♦ Your user name is still your firstname.lastname@nebraska.gov
(No matter if you have a working email account or not)

♦ Or you may use your NIS # without the 0's in front.

**I forgot or don't know my password, what should I do?**

♦ Try the default password: **Password1***

♦ Use the "Forgot My Password" link on the login screen.

**I requested my password and received this error message:**
**" You do not have a security question or answer defined. Please contact your administrator" Now what?**

♦ If you receive this message try the default password: **Password1***

♦ Or use the "Forgot My Password" link on the login screen.

**How to I change my password or update my security questions?**

If you receive the message above and you call the WD Team to reset your password, you will be asked to change your password once you log back in. After doing so, please go in and update your security questions so you may use the "Forgot My Password" link next time it is needed. You can do that using the steps below:

♦ Under the EDC search box (upper right hand corner) click on "My Account"

♦ Click on "Edit Security Questions" or "Change Password"

♦ Enter your password (security purposes)

♦ Enter your new answers and confirm

♦ Click "Save"

**What are the password requirements?**

New passwords must match the following Criteria:

♦ Passwords must contain both upper and lower case letters

♦ Passwords must contain alpha and numeric characters

♦ Passwords cannot have 3 or more consecutive same characters

♦ Passwords cannot be the same as the previous 3 passwords

♦ Passwords must be 8-20 characters

♦ Passwords cannot have leading or trailing spaces

♦ Passwords cannot be the same as the Username, User ID, or Email Address

# EDC Frequently Asked Questions

**How do I register myself or others for training:**

♦ Follow the steps outlined on page 23

If you still need assistance:

♦ Call a member of the HR Training Team

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**How do I view my training history?**

Any training you have taken and registered for via the Talent Edge EDC will show in your training transcript.

♦ Click on the Green "Transcript" button

♦ Use the drop down menu to select "completed"

Any training taken prior to the implementation of the EDC or training that was not listed on the Talent Edge EDC will be loaded into the system at a later date.

♦ If you need to review your training history before then please call a member of the HR Training Team and we will be happy to email you your complete training history.

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**How do I approve training requests?**

♦ Log into the Talent Edge EDC

♦ You will see an active link in your inbox that says "Approve Training"

♦ Click on the link

♦ To the right you will see:

♦ To Approve click:

♦ To Deny click:

♦ To Delegate the decision to your supervisor click:

Once you have selected your decision you will get a comments screen. Though it is not required, this is a good place to add notes so you can go back at a later date and refresh your memory on the decisions that were made. If delegating the decision the next supervisor in line will see the notes that you left.

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**How do I cancel out of a class?**

♦ Go to your Training Transcript

To the right you will see what options you have assigned to each training.

Once you register for an online course, you do not have the option to withdrawal. You will need to contact a member of the Workforce Development Team in order to have it removed from your Training Transcript.

♦ If your options shows "Withdraw" you may withdraw from the class.

♦ Use the drop down box provided to select your reason for Withdraw.

♦ You may also add comments if desired.

♦ Click Submit

# EDC Frequently Asked Questions

**What is the difference between registering for an Event and a Session?**

If you register for an event or assign an event, then you are giving the option for the student to select what session they would like to attend. The student will NOT be added to the class roster until they have selected a session to attend.

If you register or assign a session, then the date and times are already selected for the course. No further action is needed once it is approved by your supervisor.

**How do I complete an evaluation?**

After you have attended class the instructor will submit attendance. Once attendance has been submitted, your status will go to "Pending Evaluation". You can access the evaluation from your welcome page in the top right red box. Or you can access it through your training transcript.

When you see the word "Evaluate" under options, simply click on evaluate and it will take you to the questions. Once you have completed the questions it will mark the course completed.

**Why do I have to complete an evaluation on the EDC if we completed one in class?**

Some instructors have their own evaluations, however, we have you complete the evaluation online because it is a state-wide evaluation and we use it generate reports, evaluate the courses and justify that training dollars are going towards valuable training for our employees.

**Why do I need to complete an evaluation for an online course if I have passed the test?**

We are allowed so many courses in our EDC and by evaluating the online courses we are able to ensure that those we offer are the most appropriate for our employees. If a course is continuously receiving low scores we are able to identify the course and determine if it needs to be switched out with another that might be more beneficial.

**What is the difference between Request and Assign?**

Request is used to register for a class. Assign is used to assign (register) others for training.

**How do I access On-Line courses available to me?**

Click on the magnifying glass next to the EDC Search Box.

Click on the provider box and select the + next to PureSafety for PureSafety Courses or click on the + next to Element K for on-line computer and on-line soft skills trainings.

Click search (This will bring up the full course listing for this provider)

Click on the course title you desire to take then click on the Request button in the pop-up box. The course will be added to your transcript.

Click on the Launch link next to the course and begin your training.

Just as before, you may stop at any time and pick back up where you left off. You must pass the course with an 80% or better. After a third failed attempt you will need to reregister. Though on-line courses do not need supervisors approval, we still highly recommend you inform your supervisor of time spent completing on-line trainings to avoid time management conflicts.

# EDC Frequently Asked Questions

**Can I take on-line courses from home?**

On-line courses can be accessed from any computer with internet access. You will need to know the URL: https://nebraska.csod.com/client/nebraska/default.aspx to type into the internet address bar.

**Approval is required from your supervisor to take any courses outside of normal working hours.**

**How do I add/remove my trainings to my Outlook Calendar?**

In order to **add** your training to your Outlook Calendar you can open the attachment on your Training Registration Confirmation email and click on Save and Close in the top left hand corner.

Or, You can enter the trainings manually on your Outlook Calendar.

You can **remove** trainings from your Outlook Calendar a few different ways.

Go to your Outlook Calendar

1. Right click once on the training to highlight it and press your delete button on your key-board.

2. Right click once on the training to highlight it then left click and click on delete.

3. Double click on the training to open the session and click on delete in the upper left hand corner.

Remember the EDC and the Outlook Calendars do not speak to each other. You need to follow the steps above to manage your training in your Outlook Calendar.

**Who do I contact for assistance with the EDC?**

♦ **Log In Assistance**

♦ **User Name & Password Assistance**

♦ **Navigation Guidance**

♦ **Supervisor Changes**

♦ **Task Specific Questions**

♦ **And much more . . .**

You may contact any member of the Workforce Development Staff.

Please note: The Need Customer Support? Please email aslearning.help@nebraska.gov on the main log in page goes directly to DAS. They are also available to assist you.
For immediate assistance please contact the Workforce Development Staff.


Employee Development Center

## Nebraska Department of Roads

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**Lincoln, NE  68509-4759**

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